

Norton™ Internet Security 2012

User Guide

**See back cover for Quick
Installation.**



Care for our Environment, 'It's the right thing to do'.

Symantec has removed the cover from this manual to reduce the Environmental Footprint of our products.

Norton™ Internet Security User Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Documentation version 19.0

Copyright © 2011 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, Norton, SONAR, LiveUpdate, Norton AntiSpam, Norton AntiVirus, Norton Internet Security, Norton 360, and Norton SystemWorks are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Windows is a trademark of Microsoft Corporation. Portions of this product Copyright [1996-2008] Glyph & Cog, LLC. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

Symantec Corporation
350 Ellis Street,
Mountain View, CA 94043

<http://www.symantec.com>

Printed in the United States of America.

10 9 8 7 6 5 4 3 2 1

Norton License Agreement

Norton™ Internet Security

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT (“LICENSE AGREEMENT”) CAREFULLY BEFORE USING THE SOFTWARE (AS DEFINED BELOW). SYMANTEC CORPORATION, IF YOU ARE LOCATED IN THE AMERICAS; OR SYMANTEC ASIA PACIFIC PTE LTD, IF YOU ARE LOCATED IN THE ASIA PACIFIC RIM OR JAPAN; OR SYMANTEC LIMITED, IF YOU ARE LOCATED IN EUROPE, THE MIDDLE EAST OR AFRICA (“SYMANTEC”) IS WILLING TO LICENSE THE SOFTWARE TO YOU AS THE INDIVIDUAL, THE COMPANY, OR THE LEGAL ENTITY THAT WILL BE UTILIZING THE SOFTWARE (REFERENCED BELOW AS “YOU” OR “YOUR”) ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS OF THIS LICENSE AGREEMENT. THIS IS A LEGAL AND ENFORCEABLE CONTRACT BETWEEN YOU AND SYMANTEC. BY OPENING THIS PACKAGE, BREAKING THE SEAL, CLICKING THE “I AGREE” OR “YES” BUTTON OR OTHERWISE INDICATING ASSENT ELECTRONICALLY, OR LOADING THE SOFTWARE, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, CLICK THE “CANCEL” OR “NO” OR “CLOSE WINDOW” BUTTON OR OTHERWISE INDICATE REFUSAL, MAKE NO FURTHER USE OF THE SOFTWARE, AND CONTACT YOUR VENDOR OR SYMANTEC CUSTOMER SERVICE, USING THE CONTACT DETAILS IN SECTION 10 OF THIS LICENSE AGREEMENT. FOR INFORMATION ON HOW TO OBTAIN A REFUND OF THE MONEY YOU PAID FOR THE SOFTWARE (LESS SHIPPING, HANDLING, AND ANY APPLICABLE TAXES EXCEPT IN CERTAIN STATES AND COUNTRIES WHERE SHIPPING, HANDLING, AND TAXES ARE REFUNDABLE) AT ANY TIME DURING THE SIXTY (60) DAY PERIOD FOLLOWING THE DATE OF PURCHASE.

1. License:

The software (including any accompanying features and services) and documentation

(including any product packaging) (the “Documentation”), that accompanies this License Agreement (collectively the “Software”) is the property of Symantec or its licensors, and is protected by copyright law. Although Symantec continues to own the Software, after Your acceptance of this License Agreement You will have certain rights to use the Software during the Service Period. The “Service Period” shall begin on the date of Your initial installation of the Software on a computer, mobile or mobile computing device (a “Device”), regardless of the number of copies that You are permitted to use in accordance with Section 1.A of this License Agreement, and shall last for the period of time set forth in the Documentation or the applicable transaction documentation from the authorized distributor or reseller from which You obtained the Software. The Software may automatically deactivate and become non-operational at the end of the Service Period, and You will not be entitled to receive any feature or content updates to the Software unless the Service Period is renewed. Subscriptions for renewals of the Service Period will be available in accordance with Symantec’s support policy posted at

http://www.symantec.com/norton/support/technical_support_policy.jsp.

This License Agreement governs any releases, revisions, updates or enhancements to the Software that Symantec may make available to You. Except as may be modified by the Documentation, and subject to Symantec’s right to terminate for Your breach pursuant to Section 9, Your rights and obligations under this License Agreement with respect to the use of this Software are as follows.

During the Service Period, You may:

A. use one copy of the Software on a single Device. If a greater number of copies and/or number of Devices is specified within the Documentation or the applicable transaction documentation from the authorized distributor or reseller from which You obtained the Software, You may use the

Software in accordance with such specifications;

B. make one copy of the Software for back-up or archival purposes, or copy the Software onto the hard disk of Your Device and retain the original for back-up or archival purposes;

C. use the Software on a network, provided that You have a licensed copy of the Software for each Device that can access the Software over that network;

D. permanently transfer all of Your rights in the Software granted under this License Agreement to another person or entity, provided that You retain no copies of the Software and the transferee agrees to the terms of this License Agreement. Partial transfer of Your rights under this License Agreement shall not be permitted. For example, if the applicable documentation grants You the right to use multiple copies of the Software, only a transfer of the rights to use all such copies of the Software would be valid; and

E. use the Software in accordance with any additional permitted uses which may be set forth below.

You may not, nor may you permit any other person to:

A. sublicense, rent or lease any portion of the Software;

B. reverse engineer, decompile, disassemble, modify, translate, make any attempt to discover the source code of the Software or create derivative works from the Software;

C. use the Software as part of a facility management, timesharing, service provider or service bureau arrangement; or

D. use the Software in any manner that is not permitted pursuant to this License Agreement.

2. Software Feature and Content Updates:

A. You shall have the right to receive new features to the Software as Symantec, in its sole discretion, makes such features available with the Software during Your Service Period. Symantec continually strives to improve the usability and performance of its products and services. In order to optimize

the Software Symantec may, at its discretion and without notice, add, modify or remove features from the Software at any time.

B. Certain Software uses content that is updated from time to time, including but not limited to the following Software: antivirus and crimeware software use updated virus definitions; antispymware software uses updated spyware definitions; antispsam software uses updated antispam rules; content filtering and antiphishing software use updated URL lists; some firewall software use updated firewall rules; vulnerability assessment products use updated vulnerability data and web site authentication software uses updated lists of authenticated web pages; these updates are collectively referred to as "Content Updates" (or alternatively referred to as "Protection Updates" or "Security Updates" at times). You shall have the right to receive Content Updates for the Software during Your Service Period.

3. Product Installation; Required Activation:

A. During the installation process, the Software may uninstall or disable other security products, or features thereof, if such products or features are incompatible with the Software or for purposes of improving the overall functionality of the Software.

B. There may be technological measures in this Software that are designed to prevent unlicensed or illegal use of the Software. You agree that Symantec may use these measures to protect Symantec against software piracy. This Software may contain enforcement technology that limits the ability to install and uninstall the Software on a Device to not more than a finite number of times for a finite number of Devices. This License Agreement and the Software containing enforcement technology may require activation as further set forth in the Documentation. If so, the Software will only operate for a finite period of time prior to Software activation by You. During activation, You may be required to provide Your unique activation code accompanying the Software and Device configuration in the form of an alphanumeric code over the Internet to verify the authenticity of the Software. If You do not complete the activation within the finite period of time set forth in the Documentation, or as prompted

by the Software, the Software will cease to function until activation is complete; at which time the Software functionality will be restored. In the event that You are not able to activate the Software over the Internet, or through any other method specified during the activation process, You may contact Symantec Customer Support using the information provided by Symantec during activation, or as set forth below.

4. Technical Support:

Certain technical support features may be offered from within the Software and which may include live chat with a technical support agent and/or assistance from a technical support agent via remote computer access (any such technical support offered from within the Software shall be referred to in this License Agreement as the "Technical Support"). If such features are offered and You choose to access such Technical Support the following terms shall apply. Any such Technical Support shall be provided in Symantec's sole discretion without any guarantee or warranty of any kind. It is solely Your responsibility to complete a backup of all Your existing data, software and programs before receiving any Technical Support. In the course of providing the Technical Support, Symantec may determine that the technical issue is beyond the scope of the Technical Support. Symantec reserves the right to refuse, suspend or terminate any of the Technical Support in its sole discretion.

5. Sixty (60) Day Money Back Guarantee:

If You are the original licensee of this copy of the Software and are not completely satisfied with it for any reason, please make no further use of the Software and contact Symantec Customer Service, using the contact details set out in Section 10 of this License Agreement, for a refund of the money You paid for the Software (less shipping, handling, and any applicable taxes except in certain states and countries where shipping, handling and taxes are refundable) at any time during the sixty (60) day period following the date of purchase.

6. Limited Warranty:

Symantec warrants that any media manufactured by Symantec on which the Software is distributed will be free from defects for a period of sixty (60) days from the date of delivery of the Software to You. Your sole remedy in the event of a breach of this warranty will be that Symantec will, at its option, replace any defective media returned to Symantec within the warranty period or refund the money You paid for the Software. Symantec does not warrant that the Software will meet Your requirements or that operation of the Software will be uninterrupted or that the Software will be error-free.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

7. Disclaimer of Damages:

SOME STATES AND COUNTRIES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE BELOW LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW AND REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL SYMANTEC OR ITS LICENSORS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT, OR SIMILAR DAMAGES, INCLUDING ANY LOST PROFITS OR LOST DATA ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF SYMANTEC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO CASE SHALL SYMANTEC'S OR ITS LICENSORS' LIABILITY EXCEED THE PURCHASE PRICE WHICH YOU PAID FOR THE APPLICABLE SERVICE PERIOD. The

disclaimers and limitations set forth above will apply regardless of whether You accept the Software.

8. U.S. Government Restricted Rights:

For U.S. Government procurements, the Software is deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Software by the U.S. Government shall be solely in accordance with the terms of this License Agreement.

9. Export Regulation:

You acknowledge that the Software and related technical data and services (collectively "Controlled Technology") may be subject to the import and export laws of the United States, specifically the U.S. Export Administration Regulations (EAR), and the laws of any country where Controlled Technology is imported or re-exported. You agree to comply with all relevant laws and will not export any Controlled Technology in contravention to U.S. law nor to any prohibited country, entity, or person for which an export license or other governmental approval is required. All Symantec product is prohibited for export or re-export to Cuba, North Korea, Iran, Syria and Sudan and to any country subject to relevant trade sanctions. USE OR FACILITATION OF SYMANTEC PRODUCT IN CONNECTION WITH ANY ACTIVITY INCLUDING, BUT NOT LIMITED TO, THE DESIGN, DEVELOPMENT, FABRICATION, TRAINING, OR TESTING OF CHEMICAL, BIOLOGICAL, OR NUCLEAR MATERIALS, OR MISSILES, DRONES, OR SPACE LAUNCH VEHICLES CAPABLE OF DELIVERING WEAPONS OF MASS DESTRUCTION IS PROHIBITED, IN ACCORDANCE WITH U.S. LAW.

10. General:

This License Agreement will be governed by the laws of the State of California, United States of America. This License Agreement is the entire agreement between You and Symantec relating to the Software and: (i) supersedes all prior or contemporaneous oral or written communications, proposals, and representations with respect to its subject matter; and (ii) prevails over any conflicting or additional terms of any quote, order, acknowledgment, or similar communications between the parties. Notwithstanding the foregoing, nothing in this License Agreement will diminish any rights You may have under existing consumer protection legislation or other applicable laws in Your jurisdiction that may not be waived by contract. This License Agreement shall terminate upon Your breach of any term contained in this License Agreement and You shall cease use of and destroy all copies of the Software and Documentation. The disclaimers of warranties and damages and limitations on liability shall survive termination. This License Agreement may only be modified by the Documentation or by a written document that has been signed by both You and Symantec. Should You have any questions concerning this License Agreement, or if You desire to contact Symantec for any reason, please write to Symantec Customer Service, 555 International Way, Springfield, OR 97477, U.S.A. or visit the Support page at www.symantec.com.

ADDITIONAL TERMS AND CONDITIONS

Your use of the Software is subject to the terms and conditions below in addition to those stated above.

11. Privacy; Data Protection:

From time to time, the Software may collect certain information from the Device on which it is installed, which may include:

Information on potential security risks as well as URLs of websites visited that the Software deems potentially fraudulent. The URLs could contain personally identifiable information that a potentially fraudulent website is attempting to obtain without Your permission. This information is collected by Symantec for the purpose of delivering the

functionalities of the software, and also for evaluating and improving the ability of Symantec's products to detect malicious behavior, potentially fraudulent websites and other Internet security risks. URLs of websites visited as well as search keywords and search results only if the Norton Safe Web feature is enabled. This information is collected by Symantec for the purpose of providing protection and of evaluating and advising You regarding potential threats and risks that may be associated with a particular Web site before You view it.

Executable files and files that contain executable content that are identified as potential malware, including information on the actions taken by such files at the time of installation. These files are submitted to Symantec using the Software's automatic submission function. The collected files could contain personally identifiable information that has been obtained by the malware without Your permission. Files of this type are being collected by Symantec only for the purpose of improving the ability of Symantec's products to detect malicious behavior. Such automatic submission function may be deactivated after installation by following the instructions in the Documentation for applicable products.

The name given to the Device during the initial setup of such Device. If collected, the name will be used by Symantec as an account name for the Device under which You may elect to receive additional services and/or under which You may use certain features of the Software. You may change such account name at any time after installation of the Software (recommended).

Status information regarding installation and operation of the Software. This information indicates to Symantec whether installation of the Software was successfully completed as well as whether the Software has encountered an error. The status information could contain personally identifiable information only if such information is included in the name of the file or folder encountered by the Software at the time of installation or error. The status information is collected by Symantec for the purpose of evaluating and improving Symantec's product performance and installation success rate. Symantec may also use this information to optimize its web-pages.

Information contained in email messages that you send through the Software to Symantec to report as spam or as incorrectly identified as spam. These email messages may contain personally identifiable information and will be sent to Symantec only with your permission, and will not be sent automatically. If you send such messages to Symantec, Symantec will use them only for the purpose of improving the detection ability of Symantec's antispam technology. Symantec will not correlate these files with any other personally identifiable information.

Information contained in a report that You may choose to send through the Software to Symantec when the Software encounters a problem. The report includes information regarding the status of both the Software and Your Device at the time that the Software encountered the problem. The status information about Your Device may include the system language, country locale, and the operating system version for Your Device, as well as the processes running, their status and performance information, and data from files or folders that were open at the time the Software encountered the problem. The information could contain personally identifiable information if such information is included in, or is a part of the name of the files or folders open at the time the Software encountered the problem. This information will be sent to Symantec only with Your permission, and will not be sent automatically. The information is collected by Symantec for the purpose of correcting the encountered problem and improving Symantec's product performance. This information will not be correlated with any personally identifiable information.

The Internet Protocol (IP) address and/or Media Access Control (MAC) address and the Machine ID of the computer on which the Software is installed to enable the Software to function and for license administration purposes.

Other general, statistical information used for product analysis, and for improving product functionality.

Unless it is expressly defined as optional, the collected information as set out above is necessary for the purpose of the functionality of Symantec's products.

Information may be transferred to the Symantec group in the United States or other

countries that may have less protective data protection laws than the region in which You are situated (including the European Union) and may be accessible by Symantec employees or contractors exclusively to be used in accordance with the purposes described above. For the same purposes the information may be shared with partners and vendors that process information on behalf of Symantec. Symantec has taken steps so that the collected information, if transferred, receives an adequate level of protection.

Subject to applicable laws, Symantec reserves the right to cooperate with any legal process and any law enforcement or other government inquiry related to your use of this Software. This means that Symantec may provide documents and information relevant to a court subpoena or to a law enforcement or other government investigation. In order to promote awareness, detection and prevention of Internet security risks, Symantec may share certain information with research organizations and other security software vendors. Symantec may also use statistics derived from the information to track and publish reports on security risk trends. By using the Software, You acknowledge and agree that Symantec may collect, transmit, store, disclose and analyze such information for these purposes.

CPS / S 5.0 / USE

Contents

Chapter 1	Overview	11
	About Norton Internet Security	11
Chapter 2	Installation	13
	Before you begin	13
	Installing Norton Internet Security	14
	Installing Norton Internet Security on a Netbook	14
	If the opening panel does not appear	15
Chapter 3	Getting started	17
	Starting Norton Internet Security	17
	Activating your product	18
	Exploring the main window	20
	Responding to System Status indicators	22
	Monitoring the protection status of a feature	23
	For more information	25
Chapter 4	Responding to emergencies	27
	Using the Norton Bootable Recovery Tool	27
	Downloading the Norton Bootable Recovery Tool Wizard	28
	Service and Support Solutions	31
	Index	37

Quick Installation	40
--------------------------	----

This chapter includes the following topics:

- [About Norton Internet Security](#)

About Norton Internet Security

Norton Internet Security delivers fast and light online threat protection. It guards your PC, network, online activities, and your identity with innovative detection technologies optimized to combat today's aggressive, rapid-fire attacks. Norton Internet Security makes online shopping, banking, and browsing safer and more convenient than ever.

The improved Norton Protection System features multilayered security technologies. They work together to provide the comprehensive protection that detects and removes threats before they can harm your PC. The Norton Protection System stops online identity theft, viruses, hackers, bots, spyware, Trojan horses, and more without slowing you down or getting in your way.



This chapter includes the following topics:

- [Before you begin](#)
- [Installing Norton Internet Security](#)
- [Installing Norton Internet Security on a Netbook](#)
- [If the opening panel does not appear](#)

Before you begin

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Norton Internet Security contains an antivirus program. If you have other antivirus programs that are installed on your computer, an uninstall panel may appear to help you remove them. Symantec strongly recommends that you remove the other antivirus programs. Follow the instructions on the uninstall panel.

Norton Internet Security contains a firewall program. If you have other firewall programs that are installed on your computer, Symantec strongly recommends that you remove them to prevent installation errors.

For more information, see the user documentation that came with the firewall program.



During the installation, if a firewall message appears, click **Yes** to use the Norton Internet Security firewall.

Installing Norton Internet Security

You can install Norton Internet Security from a CD or from a file that you download.

To install Norton Internet Security

- 1 Do one of the following:
 - If you install from a CD, insert the CD into the optical drive.
In Windows Vista or Windows XP, click **Install Norton Internet Security**.
In Windows 7, click **Launch Norton Install** and then click **Install Norton Internet Security**.
 - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
- 2 In the Norton Internet Security installation page, enter the Product Key if prompted.
- 3 Click the **Install Options** link, review the options, and then click **OK**.
- 4 Click the **User License Agreement** link, read the agreement, and then click **Close**.
- 5 After you have read the agreement, click **Agree & Install**.

Installing Norton Internet Security on a Netbook

If you purchased a box copy of Norton Internet Security it can be installed on a Netbook or other ultra-mobile PC devices that meet with the system requirements of Norton Internet Security. Your Netbook does not contain a CD drive so you need to download the Norton Internet Security file from the Norton Web site. Enter

If the opening panel does not appear

the product key on the Norton Internet Security installation card that is found in the Norton Internet Security box

To install Norton Internet Security on a Netbook

- 1 Go to the following URL:
[www.norton.com/\(countrycode\)/netbook](http://www.norton.com/(countrycode)/netbook)
- 2 To the left of the screen click the product that you purchased.
- 3 Click **DOWNLOAD**
- 4 Follow the on-screen instructions
- 5 When prompted, enter the product key on the Norton Internet Security installation card that is found in the Norton Internet Security box.
- 6 Click **Agree & Install**
- 7 If you require any further help, please visit www.symantec.com/globalsupport

If the opening panel does not appear

Sometimes a computer's optical drive does not automatically run a CD.

To start the installation from the product CD

- 1 On your desktop, double-click **My Computer**.
- 2 In the **My Computer** window, double-click the icon for your optical drive.
- 3 In the list of files, double-click **Start.exe** and then click **Install Norton Internet Security**.

If the opening panel does not appear



This chapter includes the following topics:

- [Starting Norton Internet Security](#)
- [Activating your product](#)
- [Exploring the main window](#)
- [Responding to System Status indicators](#)
- [Monitoring the protection status of a feature](#)
- [For more information](#)

Starting Norton Internet Security

See [“Responding to System Status indicators”](#) on page 22.

Norton Internet Security protects any computer on which it is installed. You do not have to start the program to be protected.

At any time, you can start Norton Internet Security to adjust the settings or perform preventive maintenance. All of the program features can be accessed from the main window.

To start Norton Internet Security

- ❖ Do one of the following:
 - In the Windows notification area, double-click the **Norton Internet Security** icon.
 - On the Windows taskbar, click **Start > All Programs > Norton Internet Security > Norton Internet Security**.

Activating your product

If you did not activate your product during installation, you receive an activation-needed alert regularly until you activate the product.

Product activation reduces software piracy and ensures that you use authentic Symantec software. Activation provides you with a specified period of subscription to your Norton product. You can also renew your subscription to continue using Norton Internet Security.



You must activate your product within the time period that the alert specifies, or your product stops working.

You can activate your product directly from the activation-needed alert or from the main window. Activation should take only a few minutes.

To activate your product from the alert

- 1 In the alert, do one of the following:
 - If you purchased a subscription version of a retail product or the product came installed on your computer, select **Activate Now (Recommended)**.
 - If you want to renew the subscription of your product, select **Renew Now**.

You can also activate or renew the subscription of your product from any non-admin user account.

- 2 Click **OK**.

3 Follow the on-screen instructions to activate or renew your product.

4 In the window that appears, click **Done**.

To activate your product from the main window

1 In the Norton Internet Security main window, do one of the following:

- If you purchased a subscription version of a retail product, click **Activate Now**.
- If the product came installed on your computer, click **Activate Online Now**.
- If you want to renew the subscription of your product, click **Renew**.

You can also activate or renew the subscription of your product from any non-admin user account.

2 Follow the on-screen instructions to activate or subscribe your product.

3 In the window that appears, click **Done**.

About problems during activation

If you cannot connect to the Symantec servers to activate your product, first check your Internet connection. You then need to see if you have parental control software, either installed or through your ISP, that might block the connection.

A connectivity problem can occur if you use parental control software. If you suspect that parental controls might block the connection, you can configure the parental controls so that they do not block the activation procedure. You need to log in to your parental control software or to the Internet through your ISP as an administrator to change your configuration.

If you use a proxy server to connect to the Internet, you must configure the proxy settings. To use the **Proxy Server** option, go to the Norton Internet Security main window, and then click **Settings > Network > Network Security Settings > Proxy Server > Configure**.

Exploring the main window

When you start Norton Internet Security, the main window opens. The main window provides access to all Norton Internet Security features, options, Help, and Support.

To explore the main window

See “Starting Norton Internet Security” on page 17.

- 1 Start Norton Internet Security.
- 2 On the top of the main window, click the link that you want to explore. Your options are:

Settings	Lets you view Computer Settings, Network Settings, Web Settings, and General Settings.
Performance	Lets you view and monitor your system activity.
Feedback	Lets you submit feedback about your experience with your Norton product.
Account	Lets you manage all of your Norton product information from one location.
Support	Lets you view Norton Help Center, Get Support, Tutorials, New Version Check, User License Agreement, Subscription Status and About Norton Internet Security information.

- 3 In the center of the window, click the option that you want to explore. Your options are:

Scan Now	Lets you run a Computer Scan, a Reputation Scan, or Scan Facebook Wall.
LiveUpdate	Lets you update the latest definitions updates and program updates for Norton Internet Security.
Advanced	Lets you see all the Norton Internet Security features.

- 4 On the bottom of the main window, click the option you want to explore. Your options are:

Activity Map	Lets you access the world map with hotspots of cybercrimes and the latest threats.
Norton Management	Lets you manage your Norton products on all of your devices from one location.
Norton Mobile Security	Lets you download Norton Mobile Security to your Android device.
Online Family	Lets you set up Norton Online Family so that you can monitor your child's activities on the Internet.
Safe Web	Lets you check the safety of a Web site or perform a Safe Web search.
Online Backup	Lets you set up a Norton Online Backup account or access your online backup status.



These options may not be available with some versions of Norton Internet Security. In such case, you may not be able to access this option.

Responding to System Status indicators

Norton Internet Security displays the overall protection status of your computer as **System Status** at the top of the main window. When the **System Status** needs attention or is at risk, you can take appropriate action to improve the **System Status**. Your computer protection is based on the programs that are installed

on your computer. To improve your protection status, ensure that your installed programs are up to date.

The **System Status** indicator displays the following statuses:

Secure	Indicates that your computer and activities are protected from threats, risks, and damage.
Attention	Indicates that your computer and activities require attention. Take appropriate action to improve your protection status.
At Risk	Indicates that your computer and activities are at risk. Take immediate action to improve your protection status.

You can respond to the **System Status** indicators directly from the main window.

To respond to System Status indicators from the main window

- 1 In the bottom section of the Norton Internet Security main window, click **Fix Now**.
- 2 Follow the on-screen instructions.

Monitoring the protection status of a feature

The Norton Internet Security main window acts as a security management interface. You can access the main features and monitor the performance of your computer from the main window.

At times, you may want to turn off any option for a particular purpose. But by doing so, the status of your

system changes to **Attention** or **At Risk**. In such cases, you can ignore the protection status of a particular feature to maintain a healthy overall system status. For example, you want to turn off **Browser Protection** for a limited period, and you still want the system status to be **Secure**. In this case, you can ignore the protection status of **Browser Protection** and then, turn off the option. When you ignore the protection status of a feature, it does not affect the overall **System Status**.

You can also monitor the protection status of the feature that has been ignored at any time.

You can ignore or monitor the protection status of only selected features that are available in the main window.

The features are:

- Antivirus
- Antispyware
- SONAR Protection
- Smart Firewall
- Intrusion Prevention
- Email Protection
- Browser Protection
- Safe Surfing

To monitor the protection status of a feature

- 1 In the Norton Internet Security main window, click **Advanced**.
- 2 In the window that appears, move your mouse pointer over the feature name.
- 3 In the pop-up that appears, do one of the following:
 - To ignore the protection status of the feature that affects your computer's overall health evaluation, click **Ignore**.
 - To monitor the protection status of the feature that has been ignored, click **Monitor**.

For more information

The product documentation helps you use Norton Internet Security. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Norton product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features.

To access Help

- 1 At the top of the main window, click **Support**.
- 2 In the drop-down menu, click **Help**.

To print a Help topic

- 1 In the **Help** window, click the **Printer** icon.
- 2 Click **OK**.

Accessing the Symantec Web site

You can access the Symantec Web site from your product or from a browser.

To access the Symantec Web site in your browser

- 1 Open your Web browser.
- 2 Go to the following URL:
www.symantec.com



This chapter includes the following topics:

- [Using the Norton Bootable Recovery Tool](#)
- [Downloading the Norton Bootable Recovery Tool Wizard](#)

Using the Norton Bootable Recovery Tool

If the installation of your Norton product fails, you can use the Norton Bootable Recovery Tool to scan and remove any security threats that prevent successful installation. If your computer is infected and you are not able to start your Windows operating system, you can use Norton Bootable Recovery Tool to remove threats and recover your computer.

Norton Bootable Recovery Tool is available on the product CD that you purchased. You can use the product CD as a recovery media.



To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton Internet Security, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

To use the Norton Bootable Recovery Tool

- 1 Insert the recovery media and start your computer from the recovery media.
The recovery media can be a Norton Bootable Recovery Tool CD, DVD, USB key, or the product CD.
- 2 Read the **Norton License Agreement**, type your product key, and then click **I Agree**.
If you use a non-QWERTY keyboard, use the **Virtual Keyboard** option to enter your product key.
- 3 In the **Norton Bootable Recovery Tool** window, click **Norton Advanced Recovery Scan**.
- 4 Click **Start Scan**.
- 5 After the scan is complete, remove the recovery media from the drive or USB port, and restart your computer.

Downloading the Norton Bootable Recovery Tool Wizard

If your attempt to install a Norton product fails, you can download the Norton Bootable Recovery Tool Wizard. This easy-to-use wizard helps you create Norton Bootable Recovery Tool on a CD, DVD, or USB key. You can use Norton Bootable Recovery Tool to scan your computer and remove any security threats that prevent successful installation.

It is recommended that you download and install Norton Bootable Recovery Tool Wizard on a computer that does not have any security threats and create Norton Bootable Recovery Tool. If you create Norton Bootable Recovery Tool on an infected computer, there is a chance that the recovery CD, DVD, or USB key might get infected.



To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton Internet Security, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

You can download Norton Bootable Recovery Tool Wizard in one of the following ways:

- From the **Start** menu.
- From the Norton Support Web site.

To download the Norton Bootable Recovery Tool Wizard from the Start menu

- 1 On the Windows taskbar, do one of the following:
 - In Windows XP, click **Start > Programs > Norton Internet Security > Norton Recovery Tools**.
 - In Windows Vista or Windows 7, click **Start > All Programs > Norton Internet Security > Norton Recovery Tools**.
- 2 Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from the Internet

- 1 Open your Web browser, and go to the following URL:
<http://www.norton.com/recoverytool>
- 2 Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from Norton Internet Security

- 1 In the Norton Internet Security main window, click **Scan Now**.
- 2 In the **Computer Scan** pane, do one of the following:
 - Click **Quick Scan**.
 - Click **Full System Scan**.
- 3 At the bottom of the scan window, next to **If you think there are still risks**, click **click here**.

Downloading the Norton Bootable Recovery Tool Wizard

- 4 In the **Norton Rescue Tools** Web page, click **Download Norton Bootable Recovery Tool**.
- 5 Follow the on-screen instructions.

Service and Support Solutions

About Support

If you have purchased Norton Internet Security, you can access Support from the product.



Support offerings may vary based on the language or product.

Accessing Norton Autofix

This feature is available for Norton 360, Norton Internet Security, Norton AntiVirus.

Norton Autofix offers the tools that automatically diagnose and resolve common issues. You can also search for solutions or gain easy access to support by phone, as well as support by chat and email.



Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

www.symantec.com/globalsupport

To access Norton Autofix

- 1 In the main product window, click **Support**.
- 2 In the drop-down list, click **Get Support**.

About Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our Support Resources for help with technical issues, such as installing, configuring, or troubleshooting errors with your Norton products.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:

www.symantec.com/globalsupport

Select your country to get access to Customer Service, Technical support, and Help against Spyware and Viruses.

Contact Support

In addition to using our Self Help options, you can contact a support representative by chat, email, or phone.



Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

www.symantec.com/globalsupport

Following is an overview of our support offerings:

Chat	<p>Chat in real time with a support representative.</p> <p>For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve your problem. Chat support is free, with the exception of our Virus and Spyware Solution service.</p>
Email	<p>Submit your question on our Web site and receive a response by email.</p> <p>Email support has a slower response time when compared to chat or phone. Email support is free.</p>
Phone	<p>Speak to a support representative in real time.</p>

To contact a support representative, please visit the Symantec support Web site at the following URL:

www.symantec.com/globalsupport

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

Support policy

Symantec recommends that you have the latest version of the product, as it contains new and enhanced features for better protection against security threats. In case of older versions, complimentary support is offered for a minimum of 2 years. However, technical

information on these products may still be available through the support Web site at the following address:

www.symantec.com/globalsupport

Symantec reserves the right to change its support policies at any time without notice. You can view the latest version of the support policy at the following URL:

www.symantec.com/supportpolicy

About keeping your subscription current

Subscription period lengths vary by Symantec product. To maintain uninterrupted protection, you must keep your subscription up to date. If you do not renew your subscription, you cannot obtain updates of any kind and the software no longer functions.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Follow the on-screen instructions to renew your subscription.

When you renew your subscription, the definition updates and new product features are available throughout the subscription period. Please note that features may be added, modified, or removed during this period.

Worldwide service and support

Worldwide service and support solutions vary by country. To contact one of our Support offices, please go to the following Web site and select your language.

www.symantec.com/globalsupport

ClubNorton

ClubNorton is your one-stop resource center for Internet security. As a Norton customer, Symantec wants to make your experience with your computer safe, enjoyable, and productive. Whether you use your computer to manage your personal finances, shop online, or share your latest digital photos with friends and family, ClubNorton makes your experience a good one. Our goal is to consistently provide the proper tools and information to keep you up to date.

For more information, go to the following URL and select your country or region in the **Select Your Country/Region** drop-down menu:

www.clubnorton.com

The ClubNorton Web page includes a regularly updated article library, a glossary, the Norton Forums, and the Norton Update Center. You can also find the following useful links in the Web page:

- Symantec Security Check
- Subscription Troubleshooter
- Home & Home Office Security
- Product Manuals
- Product Updates
- Product Reviews
- Order Status
- Returns
- Rebates



Index

A

- About
 - Norton Internet Security 11
- activation
 - alerts 18
 - problems 19
 - procedure 18
 - troubleshooting 19

C

- CD
 - installing product from 15
- ClubNorton
 - security tips 35
- computer
 - protection status 23

H

- Help
 - accessing 25
 - printing 25

I

- installation
 - from CD 14
 - from downloaded file 14
 - instructions 14
 - problems 15, 27–28

M

- main window
 - Advanced 21
 - Computer 21
 - features 20
 - Help & Support 20
 - Internet 21
 - Leave Feedback 20
 - Norton Account 20
 - options 20
 - Support 20

N

- newsletter 35
- Norton Bootable Recovery Tool
 - using 27
- Norton Bootable Recovery Tool Wizard
 - downloading 28
- Norton Internet Security
 - activating 18
 - icon 18
 - main window 20
 - starting 17

S

- Scans
 - Norton Bootable Recovery Tool 27

security status indicator

viewing 23

Self Help 32

subscription

maintaining 34

Support

contact 32

Norton Autofix 31

Phone 32

Self Help 31

worldwide service 34

Support policy 33

Symantec Web site 25

accessing from your browser 25

System Status indicators

responding 22

T

Technical Support

for Norton Internet Security 25

from Symantec 25

Quick Installation

Norton Internet Security includes protection updates and new product features as available throughout this renewable service period. With this service you receive the right to use this product on one computer or on the specified number of computers during the service period, which begins upon initial installation. This renewable service includes protection updates and new product features as available throughout the service period, subject to acceptance of the Symantec License Agreement included with this product and available for review at:

www.symantec.com

Product features may be added, modified, or removed during the service period.

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Installing Norton Internet Security

You can install Norton Internet Security from a CD or from a file that you download.

To install Norton Internet Security

- 1 Do one of the following:
 - If you install from a CD, insert the CD into the optical drive.
In Windows Vista or Windows XP, click **Install Norton Internet Security**.
In Windows 7, click **Launch Norton Install** and then click **Install Norton Internet Security**.
 - If you downloaded your copy of Norton Internet Security, double-click the file that you downloaded.
- 2 In the Norton Internet Security installation page, enter the Product Key.
- 3 Click the **Install Options** link, review the options, and then click **OK**.
- 4 Click the **User License Agreement** link, and read the agreement.
- 5 After you have read the agreement, click **Agree & Install**.

Norton from Symantec products protect consumers from traditional threats with antivirus, antispyware, and Spyware Protection. They also protect against bots, drive-by downloads, and identity theft, and are light on system resources. In addition, Symantec provides services such as online backup and PC Tuneup, and is a trusted source for family online safety. For more information, please click one of the following links:

[Antivirus](#) | [Antispyware](#) | [Spyware Protection](#) | [Online Backup](#)

Copyright © 2011 Symantec Corporation. All rights reserved. Symantec, Norton, and the Norton Logo are trademarks or registered trademarks of Symantec Corporation and its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

PN: 21034807